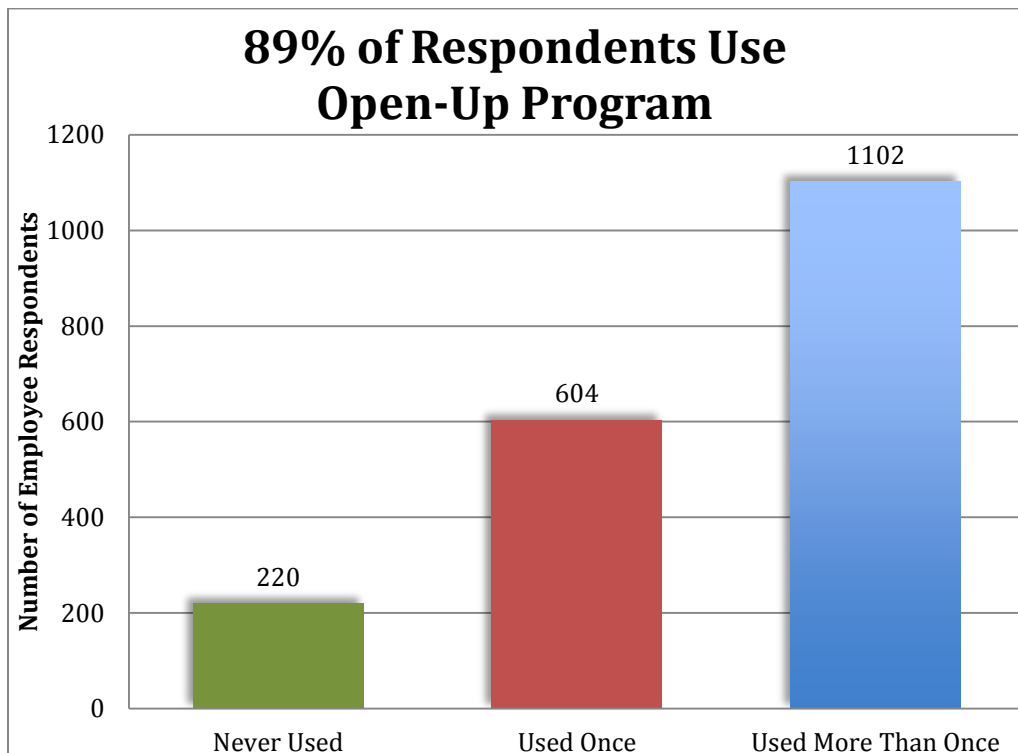


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To: Mr. Alexander Smith  
From: John Doe  
Date: March 29, 2012  
Re: Bank of Columbus (BOC) Survey Evaluation of Open-Up Program

### **1,926 of 3,500 Employees Respond to Open-Up Survey**

The human resources department sent out a survey to all of the employees at Bank of Columbus. Only 55% of the total population of our company took the time to respond, but we still found some important data from the results. From the data we found that 220 employees had never used Open-Up, 604 had used it once, and 1102 had used the program on two or more occasions.

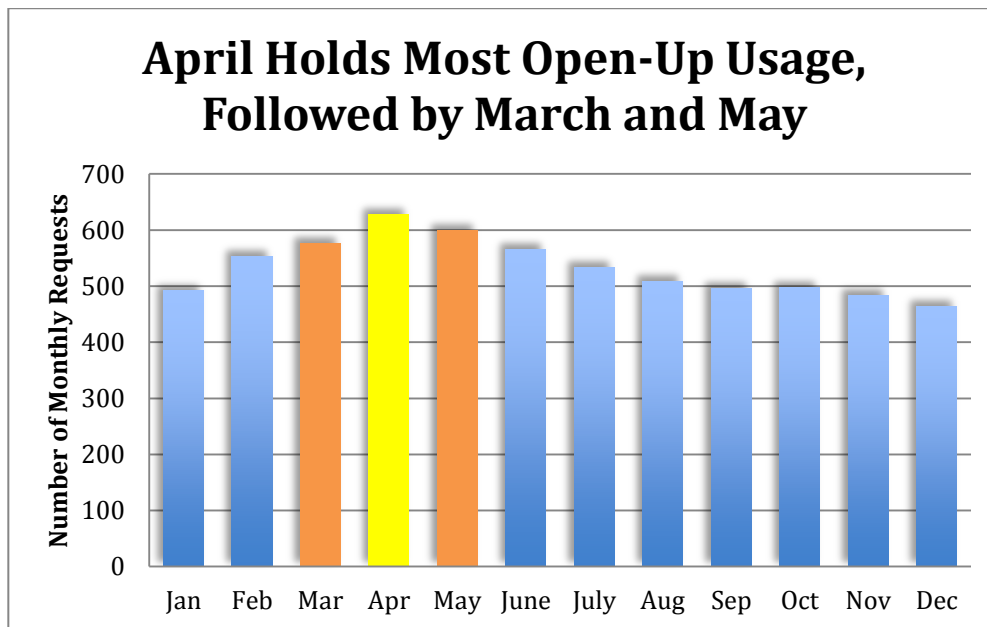


### **Open-Up is a Great Resource for BOC, But All Employees Must Do Survey**

As the human resources department, we must insist that we first get all employees to complete the survey. If we do this we can ensure that we are getting the best possible results to help all of our employees. The data that we collected shows good things about Open-Up, but we will need more and preferably all of our employees to complete the survey in order to collect more accurate results. Second we believe that not enough workers are using the program enough. Open-Up is a great tool that we in HR believe could be a great use to the company.

### Open-Up Usage Spikes in April

In the survey we found that the month of April held a higher number of Open-Up uses than any other month. We cannot be sure as to why this occurred but we can speculate until we have the time to perhaps send another survey questioning this data. In speculation, we in HR believe that because April is the month that houses tax day each year, employees are more likely to use Open-Up to discuss their questions or grievances to a coordinator during this time. The month of April had a total of **628** requests, May had **600**, and March had **577**.



### Steps Should Be Taken to Ensure No Problems Arise in the Spring

Whether or not the increase in this area is because of taxes, it is clear that there is an increasing trend in the spring months. In light of this, perhaps some measures should be taken in the future regarding the extra number of requests seen in the spring quarter. It would be wise of us to increase the hours or add an extra person to the team of coordinators during this time to ensure that all requests can be properly handled. I believe that if the entire company had responded to the Open-Up survey there would still be a clear rise in the number of requests seen in the spring quarter.

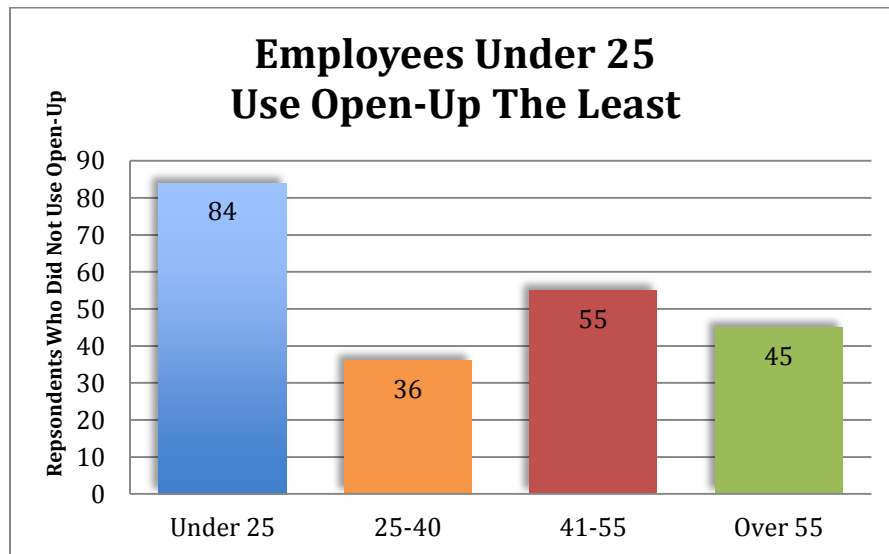
### Generally, Employees Take Advantage of Open-Up Program

Of the 1,926 respondents to the survey, the total that have not used the Open-Up Program at all is relatively low. When looking at age, the results indicate that younger employees, specifically under the age of 25, do not use the program as much compared to their older colleagues. This could be due to a lack of experience. When looking at gender, more men have used the program than women. Lastly, when looking at position and rank, non-managerial employees have not used the program as much as their superiors. Of the 1,926

respondents, only 220 have admitted to never using Open-Up (11%), leaving 1,706 who have used the program.

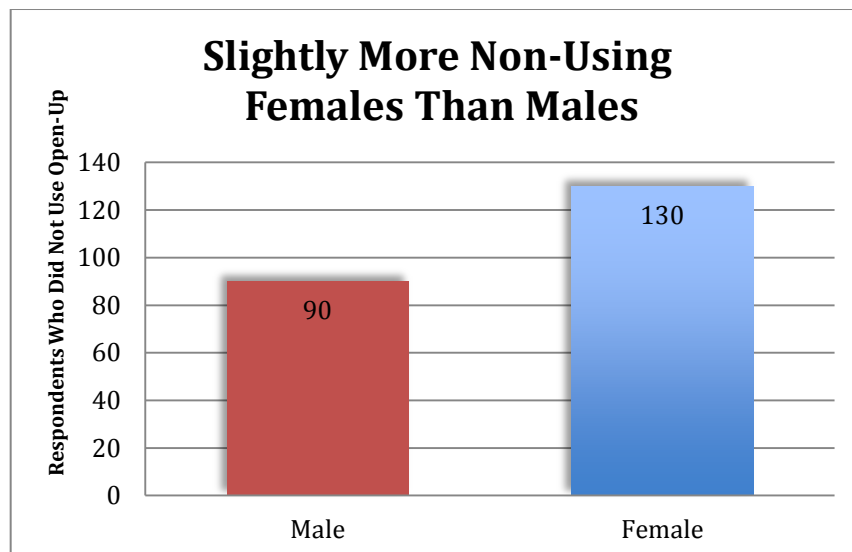
### 38% of Non-Users are Under the Age of 25

In the data from the survey we found that the youngest of our employees use Open-Up the least. The rest of age groups of non-users are pretty balanced out but the most users come from the 25-40 bracket.



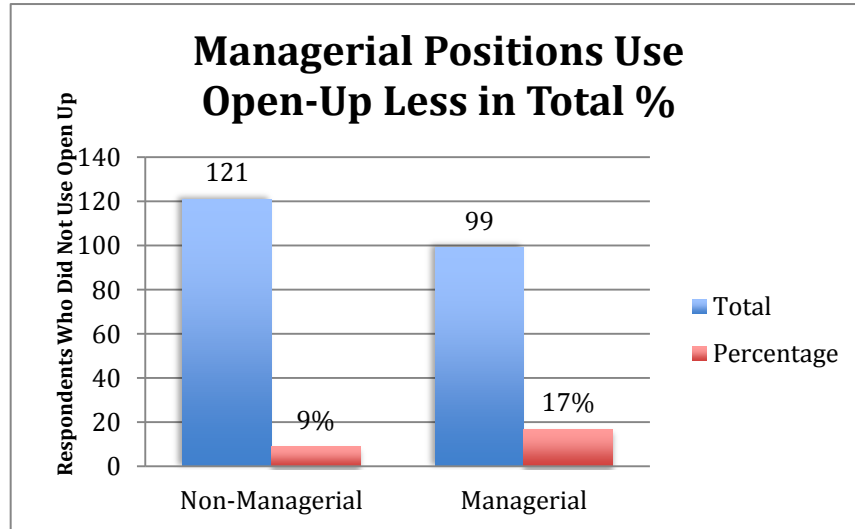
### Females Use Open-Up Less Than Males, but Not by Much

According to the data, 41% of the total non-users are male leaving the extra 59% to be female. This means that our survey did not pick up on any sort of gender bias towards Open-Up, which is a good result to find.



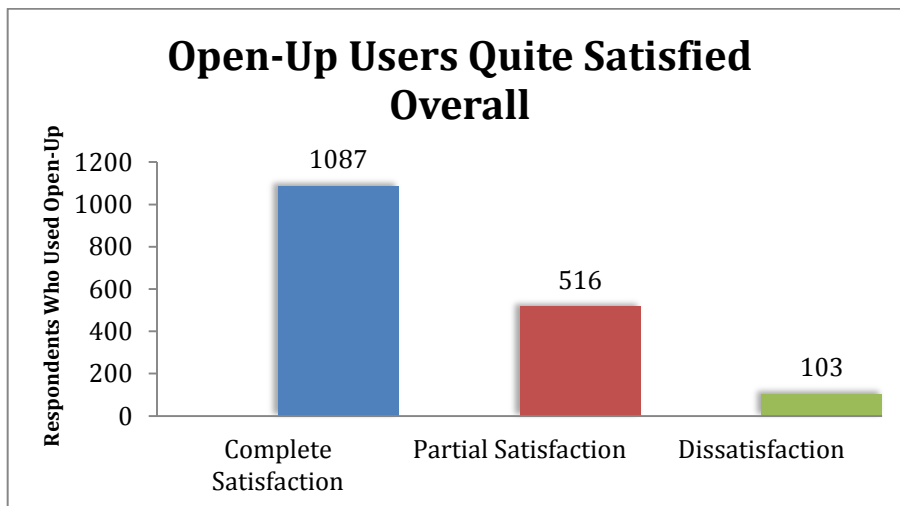
### Data Shows That Managers Are Less Likely to Use Open-Up

The data showed that 121 non-managerial workers did not use Open-Up, and there were only 99 managerial employees that did not either. However, in the broad scope of things, there are more than twice as many non-managerial employees in this company as well as twice as many survey responses from those in the same business position. In total, there were 121/1344 standard employees who did not use Open-Up, about 9% in all. In regards to managerial positions, 99/582 respondents did not use the program, a much higher total of 17%.



### Open-Up Users Very Satisfied With Program as a Whole

The responses to the survey showed that our program using employees are very happy with the program. A total of 94% were at least partially satisfied with their use of Open-Up while more than half were completely satisfied. This leaves only 6% of unsatisfied respondents, a very small percentage when looking at such a large company as BOC.

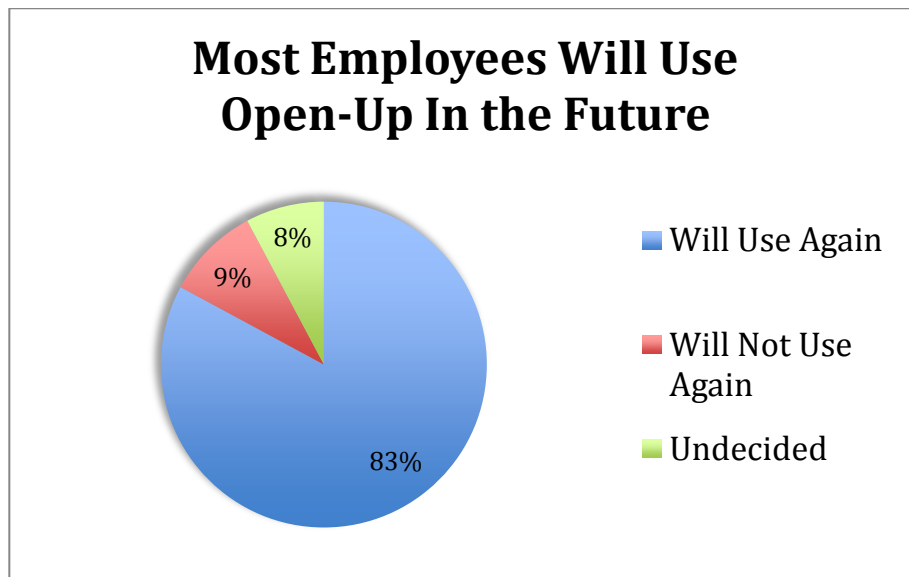


### **Total Number of Non-Users is Insignificant**

In the end, the interpretation of all the data regarding who does not use Open-Up does not really point out an exact group of employees who do not use the program. Across all grounds, the age, gender, and business position of the respondent does not have a large influence on whether or not they used Open-Up.

### **83% Of Respondents Will Use Open-Up Again**

According to the survey, at least 83% and possibly up to 91% of Open-Up users will happily use it again. It would appear that the program is helpful to our employees and overall appreciated.



### **Human Resources Believes Open-Up Should Stay at BOC**

We in human resources think it is partly our responsibility to help better our company and make sure that the employees of Bank of Columbia are satisfied. In order for this to happen, we would like to see Open-Up utilized more frequently and more universally throughout the entire company. It is a very useful resource and I believe that it could definitely help us achieve our goal of keeping employees satisfied while also helping them achieve success in the workplace.

I believe that we should present Open-Up to the employees once again and ensure them that it will help build a safe, secure, and communicative environment in the office. With this in mind, we could then revisit and evaluate the program once again in a few months and hopefully find out more about its effectiveness.